

## Going on vacation ... or other time out of the office?

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Please take a few minutes to help those trying to contact you. BYU-Idaho is having an increase in the number of calls going to the telephone operators as individuals go on vacation or otherwise leave the campus. As a means of increasing efficiency and providing good customer service to those who are trying to reach you, please consider doing the following:

### Phone:

- Forward your office phone to someone who will accept calls on your behalf. (Phone mail boxes fill up too quickly during long absences.)
  - Push #, 9, and the 4 digit extension to forward calls to an on-campus line.
  - Push #, 9, 8 and the complete telephone number to forward calls to an off-campus line.
  - Upon returning, remove forward by pushing #, #, 9.

### Email:

- Add an automated reply on your Outlook email indicating you are out of the office.
  - Go to “Tools” and “Out of Office Assistant.” Use toggle buttons to change status and enter your automated reply message.
  - Add a “rule” to forward your messages to someone who can respond on your behalf if desired.
  - Remember to change the status when you return.

Please Note: If plans will alter your normal operation (closed for a staff meeting/retreat or actions that will propagate heavy phone traffic), please notify the telephone operators to make them aware of your situation.